

Given the shortage of sign language interpreters, especially in states with fewer residents, a mandate for video relay in every state may prove a burden to not only providers, but to the deaf communities in the smaller states, who may lose the few qualified interpreters they have to video relay shifts. Perhaps a more effective solution would be to negotiate some kind of work-around with the phone companies to provide access to toll-free phone numbers that are blocked from out-of-state callers. As for 911 emergency services, providers could be mandated to create, maintain, and consistently update a master list of local emergency numbers in cities and counties throughout the United States.